

HUMAN SERVICES PROGRAM COORDINATOR-SENIOR CONNECTIONS COUNT FOSTERING FUTURES INITIATIVE

POSITION SUMMARY:

Under the general direction of the Manager of the Prevention and Integrated Child Welfare Services Section in the Bureau of Safety and Well Being, this position is responsible for providing statewide leadership in program design and planning; program coordination, including: program development, establishment of program policies and procedures, program implementation, administrative consultation, monitoring of program activities, and training of local and/or state staff; and evaluation and reporting for the Connections Count Fostering Futures Initiative. The goal of the Connections Count Initiative is to promote the optimal development and well-being of families with children aged 0-5 to help prevent childhood trauma, build family resilience, and help children and parents who have experienced trauma heal. This prevention initiative targets vulnerable families with young children who are at risk of experiencing abuse or neglect, have a range of needs that could be addressed but are not using or aware of supports in their communities that could assist them. This position has primary responsibility for developing a statewide infrastructure using a model that will engage parents, through grass-roots outreach and identify and connect families to services and supports, including natural and community based supports. The position will provide fiscal and program planning and oversight; develop and coordinate the provision of RFP's, contract management, provide technical assistance, and program and policy interpretation. This position will oversee program adherence to the implementation model and ensure the monitoring and evaluation of local programs for compliance with program requirements, guidelines and policies. Program performance monitoring will include short and long-term metrics and the provision of an annual report to the Department of Children and Families and the Fostering Futures Policy Advisory Council. The position will also establish corrective action plans as needed to maximize the benefit of services provided; and participate in the identification and formulation of needed policy and program changes.

(Rated PD only)

TR1 TR2 TIME% GOALS AND WORKER ACTIVITIES

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| 25% | <p>A. Provide statewide leadership in program design and planning on behalf of the Department of Children and Families and the Fostering Futures Policy Advisory Council to implement the Connections Count Initiative.</p> <p>A.1 Research and identify prevention programs and best practice models in Wisconsin and other states with similar characteristics and goals.</p> <p>A.2 Work collaboratively with Bureau, Division managers, and other Department staff and stakeholders to make recommendations and develop and implement strategies to achieve program objectives, including implementation of three pilot sites after a year of planning.</p> <p>A.3 Coordinate planning, including development of guidelines, work plans, fact sheets, reference materials, project timelines, media releases, memos and correspondence to ensure Connections Count program requirements are met.</p> <p>A.4 Serve as Department lead to ensure that the internal and external deadlines are attainable, that necessary schedule adjustments are made, and that change in schedules and priorities are effectively communicated to those who need the information.</p> <p>A.5 Prepare and give presentations to promote and support project implementation and develop responses to legislators, the media, and other interested parties concerning all aspects of the Connections Count initiative.</p> <p>A.6 As requested, attend quarterly Fostering Futures meetings to provide progress/status updates to the full Policy Advisory Council.</p> |
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- 25% **B. Provide program coordination, including: program development, establishment of program policies and procedures, program implementation, consultation, monitoring of program activities, and training of local and/or state staff; and evaluation and reporting to oversee and implement the Connections Count initiative.**
- B.1 Develop program standards, guidelines and policies regarding cultural competence, program access, and scope that reflect best practice, meet program goals and ensure quality service delivery.
- B.2 Provide Connections Count program consultation and resource information on a statewide basis to county human/social service departments, public health departments, private and public agencies, and individual connectors, as needed, on organizational issues, program management, staff development, and service delivery issues and assist in planning, implementing and evaluating local services.
- B.3 Plan, develop, implement and evaluate relevant training, technical assistance, mentoring and educational opportunities for community connectors, including: supervision, mentoring, coaching, peer support targeted training, etc., so that connectors can best leverage their knowledge of the community and relationships with families.
- B.4 Coordinate the development and implementation of outcome and performance monitoring activities, including reporting and evaluation systems that track client participation, family risk assessment, early childhood participation, immunization, housing and kindergarten screening.
- 20% **C. Provide fiscal and program planning and oversight; develop and coordinate the provision of RFP's, contract management, provide technical assistance, and program and policy interpretation.**
- C.1 Provide leadership in the design, development and implementation of competitive grants and RFP's to utilize project funding consistent with program priorities.
- C.2 Work with Procurement to develop performance and evaluation criteria for grants and RFP's that will contribute towards the accomplishment of program goals and objectives ensuring quality proposals for program services.
- C.3 Develop criteria for outcome-based evaluation guidelines for local agencies to ensure quality service delivery and continuous improvement.
- C.4 Monitor program performance against contractual requirements and provide fiscal oversight.
- 20% **D. Ensure program adherence to the implementation model and ensure the monitoring and evaluation of local programs for compliance with program requirements, guidelines and policies.**
- D.1 Coordinate the development and implementation of outcome and performance monitoring activities, including reporting and evaluation systems to manage the evaluation of the Connections Count initiative.
- D.2 Review and analyze program reports on performance targets, established outcomes, demographics, and service delivery. Provide verbal or written

feedback to agencies on annual and quarterly reports. Provide an analysis of program trends, achievement of established outcomes, and areas for program improvement to Division management, the Fostering Futures Policy Advisory Council, local programs and other interested parties.

- D.3 Develop methods for assessing the need for consultation, training, and technical assistance to Connections Count programs. Meet with potential grant applicants to provide grant program orientation and training. Develop program orientation materials as needed.
- D.4 Develop annual reporting systems for local Connections Count programs on quality service delivery, progress on achievement of established outcomes, and community collaboration.
- D.5 Produce a variety of written deliverables that are audience-specific and succinctly communicate information using narrative and graphics.
- D.6 Provide an annual performance report to the Department of Children and Families and the Fostering Futures Policy Advisory Council.
- D.7 Review, analyze, and evaluate outcomes using both short-term and long-term metrics and make recommendations for improvements or changes, as appropriate.

10% E. Lead and provide staff services to support prevention and child welfare programs on a local and statewide level.

- E.1 Participate in committee and work groups related to other Department, Division and Bureau activities as requested.
- E.2 Work with staff from groups outside the Department as requested and approved by Bureau and Division Administrators.
- E.3 Perform a variety of other administrative and programmatic tasks as assigned by Section, Bureau and Division management.

Knowledge, Skills and Abilities Required for the Position

1. Extensive knowledge of the principles of program design and planning, program development and implementation, and program analysis.
2. Considerable organizing, analytical and writing skills sufficient to prepare well organized, comprehensive and coherent request for proposals, annual reports, correspondence, progress reports, position papers and planning documents.
3. Considerable knowledge of program evaluation and research and evaluation skills and methodologies, including basic statistical calculations, relationships, uses, limitations and interpretations of quantitative human service data.
4. Considerable skill in development and design of program standards, guidelines and policies.
5. Considerable ability to provide program consultation and resource information on a statewide basis to county human/social service departments, public health departments, private and public agencies, and individual connectors, as needed, on organizational issues, program management, staff development, and service delivery issues and assist in planning, implementing and evaluating local services.
6. Considerable project management skill.
7. Considerable knowledge of budget preparation and provision of fiscal oversight.
8. Considerable skill in oral communication sufficient to relate to professionals at a variety of levels as well as the general public in order to concisely and coherently represent, educate and inform, including public presentation and speaking skills.
9. Considerable skill in initiating and maintaining cooperative interpersonal-relationships.
10. Knowledge of contract monitoring and establishment of program goals and corrective action plans.
11. Ability to manage organizational and other meetings to ensure intended meeting goals are met.
12. Ability to guide the work of others and provide constructive program guidance.

SPECIAL REQUIREMENT

Experience administering or providing training and technical assistance to programs; preference is for an academic concentration, regardless of professional field, in Community Health, Child Development, and/or family Systems.

Position requires occasional travel